HUMAN RESOURCES DEPARTMENT
City of Burlington _____

179 South Winooski Avenue, STE 100, Burlington, VT 05401   Voice (802) 865-7145
Fax (802) 864-1777
Vermont Relay: 7-1-1 or 800-253-0191

Chief Innovation Officer
Innovation & Technology Department

POSTING DATE: December 9, 2014   **DEADLINE TO APPLY: Open Until Filled**
RATE OF PAY: $81,400.00 - $122,102.00   **HIRING RANGE: $81,400.00 - $105,103.00**
EXEMPT/NON-EXEMPT: Exempt   **POSITION STATUS: Regular Full Time**
UNION: Non-Union
APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

The Chief Innovation Officer (CIO) serves as the Department Head responsible for information technology (IT) operations and data-driven innovation in the City of Burlington intended to facilitate the City's continuous improvement. The CIO will work with internal and external community stakeholders on behalf of the City to develop and encourage data-driven best practices in municipal government with the goal of fostering a culture of innovation, accessibility, efficiency, and accountability within the City of Burlington. This position provides counsel and strategic planning advice to the City on all levels of IT programs and projects, and ensures that improving the end-user's experience drives all change. This position is a mayoral appointment, and serves at the pleasure of the Mayor and reports to the Mayor.

ESSENTIAL FUNCTIONS:
- Direct the development of a comprehensive IT vision for the City, including through consultation with internal and external stakeholders, that supports the City's people-oriented effort to continuously improve service provision and the quality of life in the City as well as to identify ways to utilize technology to generate cost savings
- Coordinate the development of a data-driven innovation strategy for the City, which includes (i) leading the City's efforts to collect, analyze, and disseminate data to the public and across City departments, (ii) facilitating the institutionalization of data-driven decision-making and continuous improvement processes across the City, and (iii) promoting transparency through the use of accessible, open data
- Lead the City's efforts to establish, benchmark, and track progress on performance metrics across all City Departments with emphasis on the City's continuous performance improvement efforts through the creation and implementation of a "CitiStat" (or similar type) effort tailored appropriately for Burlington to improve the delivery of public outcomes, operational efficiencies, and customer service provision
- Manage the operations of the City's new IT Department, including supervising and directing IT staff and associated data collection and analysis efforts
- Synchronize City Department website interfaces with the public to create a simplified user experience and continuously upgrade these interfaces to reflect demand and IT changes
- Facilitate and enforce interdepartmental collaboration when required to achieve innovation and ensure the interoperability between data platforms
- Keep current with and apply innovative approaches from other communities and relevant advances in information and digital technology to refine a strategic plan for the IT Department based on the City's IT vision and data-driven innovation strategy
- Build partnerships with City of Burlington leadership, City Councilors, local community groups, academic institutions, non-profits, and businesses to support research and development efforts intended to support data-driven decision making and to develop innovative solutions to enduring City challenges
- Oversee both the development of and implementation of City-wide standards for IT services to assist reducing redundancy, ensuring unified service delivery, and synchronizing data platforms
- Approve all City-wide Departmental hardware and software purchases – monitor network and meet with appropriate Department Head if it is determined that unapproved software/hardware has been added to the City system.
- Oversee all Enterprise-level applications and solutions for the City of Burlington, including but not limited to acquisition, conversion, testing, implementation, effective use and training
- Oversee the professional development and training programs for IT personnel and direct the establishment of a City-wide training program for appropriate software applications
- Take responsibility for developing, monitoring, and administering the yearly IT Department budget, and develop a budget proposal after discussions with other Department heads

- Recommend policies and protocol to the Mayor on IT issues, and ensure such recommendations are in compliance with appropriate licensing requirements, regulations, and laws

Non-Essential Job Functions:
- Performs other duties as required.

Qualifications/Basic Job Requirements:
- Bachelor of Science degree in Computer Science or related field preferred but not required
- A minimum of five years IT management experience, management consulting experience, or an equivalent combination of relevant education and work experience
- Proven successful implementation of a continuous improvement process; oversight of complete process from metric creation, data collection/analysis preferred
- Knowledge of multiple information technology platforms including Microsoft Servers, Unix/Linux servers, cloud-based computing and CISCO networking required
- Ability to manage complex projects, and implementing large-scale systems
- Must have strong analytical skills and problem determination and resolution experience
- Ability to establish and maintain positive working relationships with co-workers, customers and other personnel
- A strong desire to improve service to internal and external customers is required as is a high level of personal creativity, initiative and enthusiasm to work within a constantly changing organization
- Ability to effectively and professionally represent the City in all written and verbal interactions with multiple stakeholders including City employees, elected officials, and members of the general public required
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development
- Ability to demonstrate solid judgment and the utmost level of the confidentiality
- Ability to prioritize work and problem solve to accomplish competing objectives while meeting deadlines is required
- Regular attendance and availability to respond to emergent and time-sensitive situations are essential to meeting expectations of the job functions including the ability to work nights, weekends and holidays
- Ability to work effectively as a manager in a team environment
- Ability to travel to and from various work sites within the City of Burlington

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To Apply: Submit Cover Letter, Resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: **www.burlingtonvt.gov/HR** .